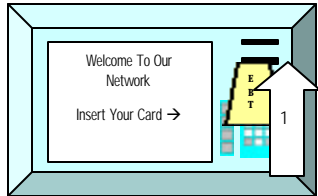
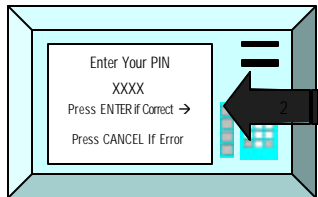


How To Use An ATM To Withdraw TEA Benefits

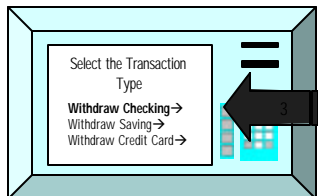
Note: Not every ATM works the same. This is an example of a cash withdrawal from a typical ATM.



1. Insert your card in the ATM.



2. Enter your secret PIN. Select **ENTER** or cancel.



3. Select **WITHDRAW FROM CHECKING.**

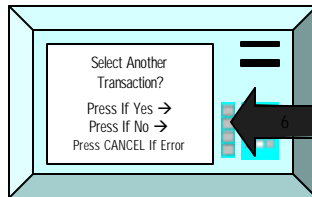


4. Enter the dollar amount you wish to withdraw. Select **ENTER** or cancel.

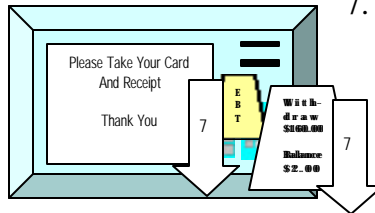
Withdrawing TEA Benefits (Cont.)



5. Take your cash.



6. Another transaction? Select **NO.**



7. Wait for your card and receipt.

Note: The bank will charge you \$2.00 or 2% of the amount of your withdrawal, whichever is less, for using their ATM machine. Also, after doing two TEA cash withdrawals each month, you will be charged an \$.85 fee by DHS for each cash withdrawal you do the rest of the month at either an ATM or a grocery store. Each of these fees will be withdrawn from your EBT account at the time of the transaction.



How To Use Your Arkansas EBT Card



Dear DHS Customer,

This brochure will show you how to use your Arkansas EBT card at **Point of Sale (POS) devices** and **Automated Teller Machines (ATMs)** to spend or withdraw your Food Stamp and TEA benefits.

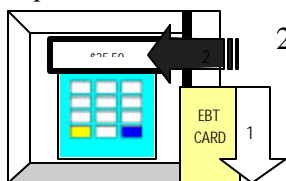
If you have any questions about your EBT card or account, call the Arkansas EBT Help Desk at:

1-800-997-9999

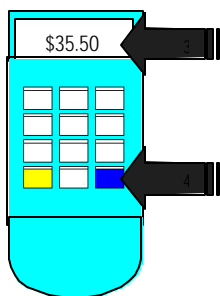
CONTINUED ON NEXT PAGE

How To Use A Grocery Store POS Machine To Make A **Food Stamp** or **TEA** Purchase

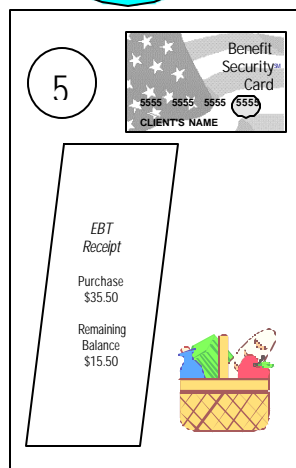
1. Let the cashier know whether the money to make the purchase will be coming from your **Food Stamp** or **Cash** account. The cashier will then slide your card through the POS machine. *In some cases, the machine will be facing you and you will slide the card and select the type of purchase.*



2. You or the cashier enters amount of purchase in POS machine. *In some cases, the amount is entered automatically when the clerk totals your purchase.*

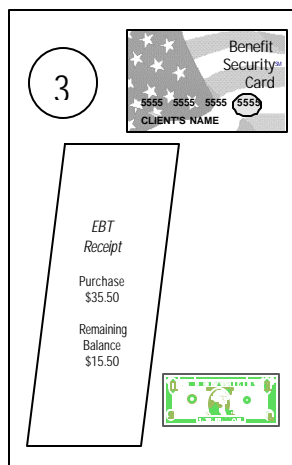
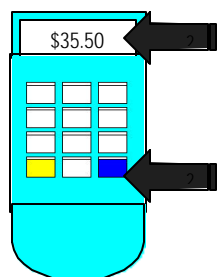
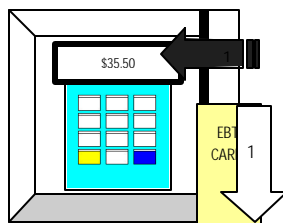


3. Cashier will hand you the PIN pad & the amount of purchase will be displayed. *In some stores the PIN pad will be built into the POS machine.*



4. Enter your secret PIN and press **ENTER**.
5. Wait for your purchase, card, and receipt. **Do not leave the checkout lane without all three items.**

How To Use A POS Machine To Withdraw Cash Benefits



Note: Some retailers may require you to make a purchase in order to receive cash back. In that case, your cash purchase and cash withdrawal will be done all in one transaction.

1. Ask if cash withdrawals are allowed at the store. If yes, inform clerk of amount of withdrawal, give the card to the clerk or slide the card through the POS machine. Amount of withdrawal is entered in POS machine.
2. Verify that amount of withdrawal shown on PIN pad is correct. If so, enter your secret PIN and press **ENTER**.
3. Wait for your cash, card, and receipt. **Do not leave without all three items.**

If The POS Machine Is Not Working

If the POS machine in the store is not working when you are using your Food Stamp benefits, the clerk may ask you to sign a form called an “**Offline Food Stamp Voucher**”. The clerk will then call to get your food purchase approved. *Your purchase may be limited to \$40.00 if the clerk cannot get approval for your purchase.*

OFFLINE FOOD STAMP VOUCHER	
Vouchers must be cleared on POS device in 15 days.	
Card Number	Approval Number
Print Cardholder Name	Trans. Date/Time
Cardholder Signature	Store FCS Auth Number
Date	Amount
	Alt Site Name
	Site Address
	Site Ownership

Cardholder's Signature

If total is correct, sign this form here.

Amount

Check this amount. It should be the same amount as the food purchased.

Safety Tips At The ATM

- Always use ATMs in well-lit areas. If you sense danger, cancel your transaction. Take your card and leave the area right away.
- **DO NOT** count your money at the ATM.
- **DO NOT** let others watch as you enter your PIN.
- Put your cash, card, and receipt away quickly.

Safety Tips At The Store

- Check purchase amount that shows on PIN pad window before you key in your PIN.
- Do not let anyone see you enter your PIN or leave the area with your card.